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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Daniel H. Abelow
Serial No.: 08/934,457
Filed : September 19, 1997
Title : CUSTOMER-BASED PRODUCT DESIGN MODULE
Art Unit: 2411
Examiner: S. Yount

PRELIMINARY AMENDMENT

Please amend the application as follows:

In the abstract

Substitute a new abstract as follows:

--The invention may be embedded in products or services that contain a microprocessor and a facility for communication. The resulting two-way interactive media enables relationships to be built with individual customers and groups of customers throughout a product's or service's life cycle. Customers may also be provided with automatic, portable in-use access to constantly updated information during product use, to increase user success and reduce costly and error-filled processes of acquiring product expertise. The invention may interact with customers, gather information from customers, communicate customer information securely to a vendor or external third party(ies), construct and transmit new pre-programmed interactions to the customer communications system in the product, and analyze and report customer information. This new medium provides a worldwide way to transform the use of products and services into interactive two-way dialogues; add in-product

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Date of Deposit 1-13-98
I hereby certify under 37 CFR 1.8(a) that this correspondence is being deposited with the United States Postal Service as **first class mail** with sufficient postage on the date indicated above and is addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.

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Rusley J. Arcady